

Submitting a New Commercial Underground Service Request

Hawaiian Electric's Guide for the Customer Interconnection Tool



**Hawaiian
Electric**

Hawaiian Electric now offers an electrical service request application process

Customers may now submit and manage electrical service request applications online.

This quick guide is designed to introduce you to the Customer Interconnection Tool and highlight key steps so you can confidently get started on the application process.

This guide includes steps on how to:

- Register for an account
- Submit an application for a commercial underground service

Who can use the portal?

Both customers and contractors can use the portal to create, submit, and manage applications for electrical service requests, such as a new residential or commercial service or an upgrade of an existing service.



Electrical Service Request Application Process Overview

What are the steps for the application process?

As you'll see below, the application process often requires some back-and-forth communication between you, your contractor and our internal teams. The steps for this process include:

1. Initiate and Accept Service Request

During this stage, you will be asked to provide detailed information about your service request. You may need assistance from your electrical contractor or an engineering consultant to provide some of the necessary information and/or documents. After your application has been submitted, our team will perform a completeness review of your application. If required, we may need to perform an additional review. If any required information and/or documents are missed, the application will be sent back to you for resubmittal. Once your application is accepted, a service request notification will be generated and a planner, designer or engineer will be assigned.

2. Develop a Conceptual Design and Determine Rough Cost

During this stage, the assigned planner, designer or engineer will perform the necessary research, field inspection and preliminary engineering required to develop a conceptual design. If a preliminary payment is required, a preliminary engineering fee or 20% payment of the rough cost will need to be provided by the customer before the project design and firm cost estimate can be finalized.

3. Finalize Design and Cost

During this stage, the planner, designer or engineer will develop the final project design and cost estimate. A firm proposal and design drawing will be sent to the customer for signature of approval and payment.

4. Complete Customer Work and Other Requirements

During this stage, the customer proceeds with the construction and installation of their facilities and equipment. All necessary inspections will need to be performed and approved by Hawaiian Electric and/or the City & County of Honolulu. Any necessary payments and/or grants of easement will need to be obtained by Hawaiian Electric. After all of the requirements are met, the planner, designer or engineer will prepare and submit the project work order for scheduling.

5. Complete Hawaiian Electric Work

During this stage, Hawaiian Electric will schedule the construction and installation of its facilities and equipment. Hawaiian Electric will perform the work which may take multiple days or multiple phases to complete, depending on the complexity of the project.

6. Energize

During this stage, your project will be energized, at which time your electrical contractor can proceed with the testing of your electrical equipment. Depending on your project, energization will either take place on the same day the Hawaiian Electric work is completed in stage five (5) or at a later scheduled date.

7. Finalize and Close Request

During this stage, your service request will be marked as completed and will be closed in our system.



Once I’ve started, do I need to finish the entire application at that time?

At any point, you can save your application and come back to it later. You’ll also have an opportunity to review everything on the Application Review page (page 16) before submitting your application to Hawaiian Electric.

How will I know the status of my application?

You will receive email notifications and status updates throughout the application process so it’s important to use an accurate email address. The email address used for signing up should be the same as the one used in your application so you can stay informed on the status of your application.

Why is the application process changing?

This new application process through Hawaiian Electric’s Customer Interconnection Tool helps to more efficiently move the entire project along while giving key stakeholders updates throughout the process.

Where can I go if I have more questions or need help?

Hawaiian Electric

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

CI@hawaiianelectric.com



New Commercial Underground Application Guide

- My Account
- Initiating an Application
- Application Intake
- Application Review
- Submission Confirmation
- Support



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My Account

To use the Customer Interconnection Tool and submit an application, you need to have an online interconnection account. You can either sign up for an account or log in to an existing account on the [welcome page](#).


To Sign Up for a New Account

Select Account Type: Utility Customer.

1. Fill out contact information.
2. Create your login username and password.
 - » Be sure to create a unique User ID using alphanumeric characters.
3. Complete registration by entering a verification code that will be sent to your email.
4. Log in to your account.

To Update Your Account Information

1. Log in to your account.
2. Select the “My Account” tab at the top of the portal page and update your contact information as needed.

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Register for an Account

Register by creating a unique User ID and password:

User ID *

JohnSmith23

First Name *

John

Last Name *

Smith

Password *

Confirm Password *

Home Phone

8085551234

Country

United States

Mobile Phone

Country

United States

Business Phone

Country

United States

Primary Phone

Home

Email *

JohnSmith@gmail.com

☒ I have read and agree to the [Terms of Use](#) *



☒ I have read and agree to the [Privacy Policy](#) *

Submit

Getting Started

To Create an Application

- 1. Log in to the Customer Interconnection Tool **A**.
- 2. On the next page, Start a new Electrical Service Application for a new Commercial Underground Service **B**.



Welcome to the Customer Interconnection Tool

Register for an Account

Submitting and managing applications is easy!

This portal will allow you to submit your interconnection application electronically at any time, using standardized forms.

Dynamic questions and approved equipment drop-down lists will help identify required information.

Sign Up

Access Your Account

Returning users may log in and access your account to:

- Start a new application
- View and edit applications
- Check project status

User ID or Email

JohnSmith23

Password


👁

Forgot Password?

Forgot User ID?

A

Log In




Available Applications

The following Interconnection applications are available:

- Customer Self-Supply (Non-Export)
- Smart Export

Contact Us

Oahu
(808) 543-4760
connect@hawaiianelectric.com



Home ▾Applications ▾Reporting ▾JohnSmith23

Welcome JohnSmith23 to the Customer Interconnection Tool

B Status of Applications

Initiated

Completeness Review

Technical Screening

IRS

Conditional Approval

Revision

Project Verification

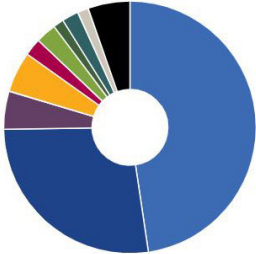
Pending Execution

Executed

Holding Queue

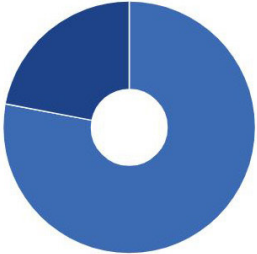
Withdrawn

Renewable Energy Programs



1,658
943
169
1
181
78
92
47
74
49
187

New Electrical Service and Upgrades



1,516
428

Basic Project Information

Requestor

1. Choose an applicable Requestor Type **A**. For this example, you will be submitting this application as an engineering consultant.
2. Select “Consultant [Architect, Engineer]” from the Requestor Type drop-down menu.

Project Address

1. Add the Project Address information **B**.
Required fields are noted.

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Applications

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APPLICATION INTAKE

Basic Project Information

- Project Address
- Property and Equipment Accessibility
- Customer Information
- Other Stakeholders
- Project Details
- Meter Numbers

Submittals

Application Review

Basic Project Information

ARequestor TypeREQUIREDConsultant [Architect, Engineer] (1)

BProject Address^Street NumberREQUIRED1234Street NameREQUIREDSample StreetUnitCityHonoluluStateHIZIP CodeREQUIRED96801Tax Map Key ⓘ123456789

Basic Project Information (cont'd)

Property and Equipment Accessibility

1. Fill out the “Property and Equipment Accessibility” section **A**.
- » Inform Hawaiian Electric personnel of any access issues to existing meter equipment.

» Include any special instructions for entering the property.

» This section can be left blank if there is no meter equipment and access is not an issue.

Customer Information

1. Add Customer Information **B**.
- » Include the customer’s email address **C** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application.

APPLICATION INTAKE

Basic Project Information

Project Address

Property and Equipment Accessibility

Customer Information

Other Stakeholders

Project Details

Meter Numbers

Submittals

Application Review

A

Property and Equipment Accessibility

^

Access to your property may be required for system inspection and or meter installation. For the safety of our personnel please provide information on the accessibility. Situations that prohibit access for the utility may delay the processing of your application or the installation of necessary equipment.

Are equipment disconnects and electrical meters accessible to Hawaiian Electric Companies personnel?

Yes

No

Do you have pets near the equipment?

Yes

No

Do you have a locked gate?

Yes

No

Contact Person ⓘ

Contact Phone

() - -

Special Instructions?

B

Customer Information

^

Name

REQUIRED

John Smith

Phone Number

REQUIRED

(808) 555-6789

Email Address


REQUIRED

C

JohnSmith@gmail.com

Company

Sample Auto Body

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Hawaiian Electric Portal Guide For Customers

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Basic Project Information (cont'd)

Other Stakeholders

1. Click on “Add Stakeholder(s)” **A** to include individuals who are involved with the project (e.g. electrician, general contractor, or engineering consultant).
2. Provide their email addresses **B** to allow them to receive automated project email notifications. If they are a registered user of the Customer Interconnection Tool, they will gain access to the application. Added Stakeholders will gain the option of completing the application on behalf of the customer.
3. Click on the “Primary Contractor” checkbox **C** to identify the individual as the primary contractor for this project. The primary contractor may be the main point of contact when construction begins.
4. Click on “Add Stakeholder(s)” again to add other individuals involved with the project.

APPLICATION INTAKE

Basic Project Information

- Project Address
- Property and Equipment Accessibility
- Customer Information
- Other Stakeholders
- Project Details
- Meter Numbers

Submittals

Application Review

A Other Stakeholders^

A Stakeholder is an individual who is involved with the project (e.g. electrician, general contractor, or engineering consultant). Providing a Stakeholders email address allows that individual to receive automated project email notifications. If the Stakeholder is a registered user of the Customer Interconnection Tool, the Stakeholder can access and complete the application on behalf of the individual initiating the application.

X

NameREQUIRED

Joe Keaoloha

Phone NumberREQUIRED

(808) 555-1234

Email AddressREQUIRED

JoeKeaoloha@gmail.com

Company

Joe's Electric

Primary Contractor☒ Primary Contractor

Basic Project Information (cont'd)

Project Details

Provide the Project Details information, including whether this is a project for a Commercial/Multi-Family or Single-Family Home.

- 1. Since this project is for a New Commercial Underground Service **A**, select “Commercial/Multi-Family” and “Underground.”
- 2. Indicate if this project is Overhead or Underground **B**.
- 3. Select “Add New (Permanent) Service” from the Project Type drop-down menu **C**.

Meter Numbers

- 1. Check the box next to “No Existing Meter” **D** if there is no meter associated with this project.
 - » The checkbox for “Unsure of Meter Number” **E** along with the “Add Meter Number(s)” button **F** will disappear.
- 2. Once all information on this page is entered, click the “Next” button **G**.

APPLICATION INTAKE

Basic Project Information

- Project Address
- Property and Equipment Accessibility
- Customer Information
- Other Stakeholders
- Project Details
- Meter Numbers

Submittals

Application Review

Project Details

Project Name REQUIRED

Sample Auto Body

Is this application for a Commercial/Multi-Family or a Single Family house? REQUIRED

A ☒ Commercial/Multi-Family ☐ Single Family House

Is this an overhead or underground installation? REQUIRED

B ☐ Overhead ☒ Underground

Project Description REQUIRED

Install permanent underground service to new auto body shop

Project Type REQUIRED

C Add New (Permanent) Service

Please Note: Billpayer information will be required when completing the application form.

Meter Numbers

D ☐ No Existing Meter

E ☐ Unsure of Meter Number


F + Add Meter Number(s)

G Next

Per Meter Load Information

Add Meter Load Information

1. Click on “Add Meter Load Information” **A** to enter the load information for this project.
 - » This includes but is not limited to, load type, amps, voltage, total connected load, total demand, and total square footage.
2. In this example, this project will require CT metering, so be sure to select “CT Meter” from the Amps (Meter Socket Rating) drop-down menu **B**.
3. This project will require a three-phase, 120/208 volt, 4-wire service. Select “3ph, 120/208v, 4w (F)” from the “Voltage” drop-down menu **C**.
4. Under Total Connected kVA **D**, enter “150.”
5. Under Total Demand kVA **E**, enter “130.”
6. Under Total Generation kVA **F**, enter “0.”
7. Enter total square footage information **G**.
8. Under “Is there large equipment being served other than normal building loads?” **H** click “No.”
9. Once all information on this page is entered, click the “Next” button **I**.

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APPLICATION INTAKE

- Basic Project Information
- New Service
- Per Meter Load Information
 - Please enter information for each meter that's part of this project: #1
- Submittals
- Application Review

Per Meter Load Information

Please enter information for each meter that's part of this project:

Please enter information for each meter that's part of this project: #1

Monthly Bill Payer

John Smith

Load Type

REQUIRED

Automotive shop

Building Permit Number

9999999

Amps (Meter Socket Rating)

REQUIRED

CT Meter

Voltage

REQUIRED

3ph, 120/208v, 4w (F)

Total Connected kVA

REQUIRED

150

Total Demand kVA

REQUIRED

130

Total Generation kVA

REQUIRED

0

Total square footage

REQUIRED

10000

Square footage with AC

REQUIRED

10000

+ Add Meter Load Information

Is there large equipment being served other than normal building loads (receptacles, lights, and AC)?

REQUIRED

Yes

No

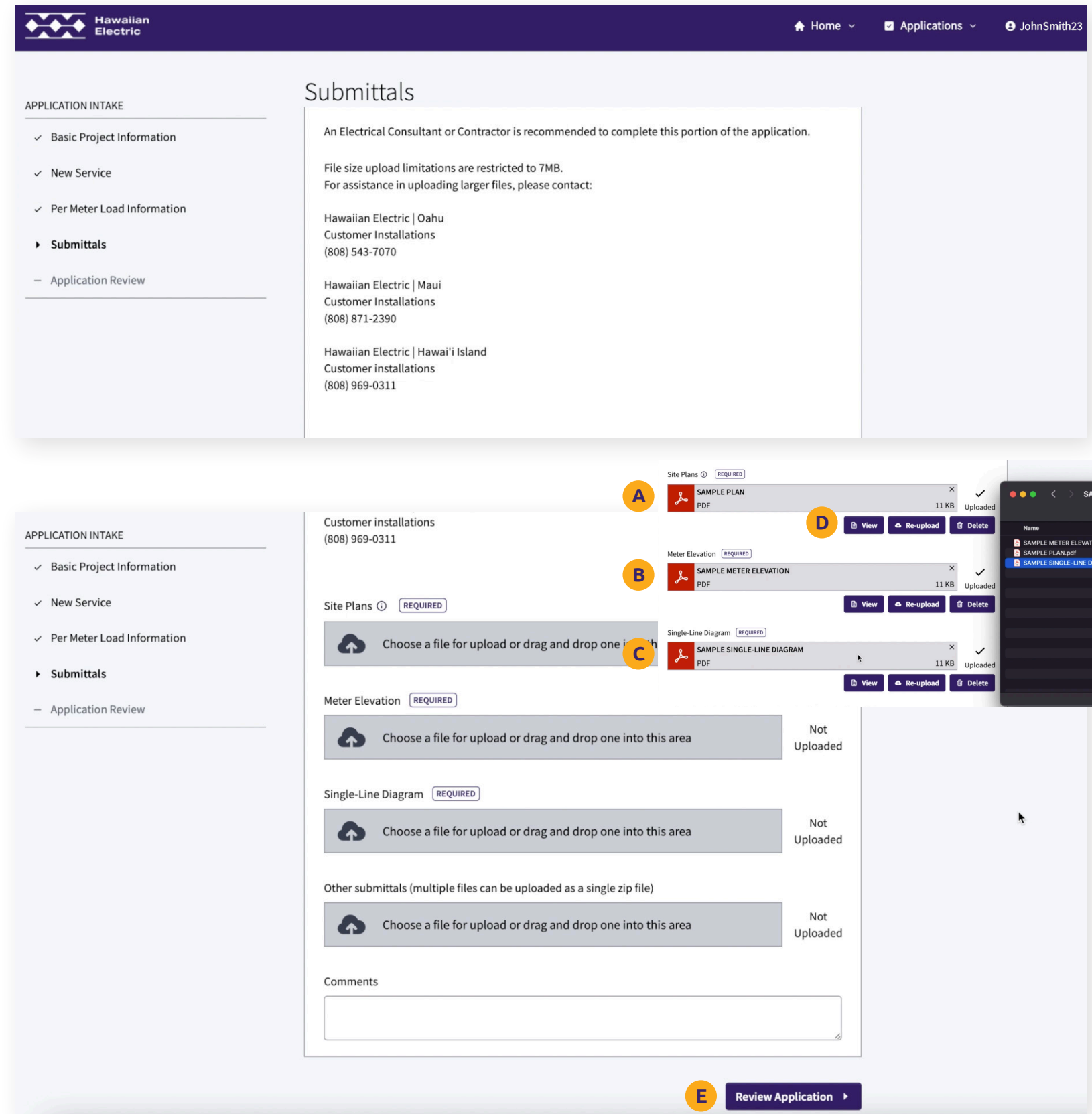
Next

Submittals


Add Documents

For commercial projects, the Electrical Site Plan, Meter Elevation, and Single-Line Diagram will be required. To attach files, drag them into the upload box, or click it to select your file to upload.

1. First, attach your Site Plan **A**.
2. Then, attach your Meter Elevation **B**.
3. Then, attach your Single-Line Diagram **C**.
4. Click the “View” button **D** on each document to verify that they have been successfully uploaded.
5. Once you’ve verified that your documents have been uploaded, click “Review Application” **E**.



Application Review

- 1. Review your application and make sure all your information is correct.
- 2. Once you’ve ensured your information has been entered properly, click the “Submit Application” button .

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Applications

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APPLICATION INTAKE

✓ Basic Project Information

✓ New Service

✓ Per Meter Load Information

✓ Submittals

Application Review

Application Review

Basic Project Information

FIELD	VALUE
Requestor Type	Consultant [Architect, Engineer] (1)
Project Address	
Street Number	1234
Street Name	Sample Street
Project Unit	
Project City	Honolulu
Project State	HI
ZIP Code	96801
Tax Map Key	123456789
Property and Equipment Accessibility	
Project Validation Property Accessible	Yes
Project Validation Pets	No
Project Validation Locked Gate	No
Project Validation Contact Person	
Customer Name	John Smith
Phone Number	(808) 555-6789
Email Address	JohnSmith@gmail.com
Customer Company	Sample Auto Body
Other Stakeholders	
Name	Joe Keaoloha
Phone Number	(808) 555-1234
Email Address	JoeKeaoloha@gmail.com
Company	Joe's Electric
Primary Contractor	Primary Contractor
Project Details	
Project Name	Sample Auto Body
Commercial/Multi-Family or Single Family	Commercial/Multi-Family
Overhead or Underground	Underground
Project Description	Install permanent underground service to new auto body shop
Project Type	Add New (Permanent) Service
No Meter	No Existing Meter

New Service

FIELD	VALUE
Number of Meters	1
Has Renewables	No
Monthly Billing	
Monthly Bill Payer	John Smith
Name	
Phone Number	() - -
Email Address	

Per Meter Load Information

FIELD	VALUE
Please enter information for each meter that's part of this project: #1	
Monthly Bill Payer	John Smith
Load Type	Automotive shop
Building Permit Number	9999999
Amps	CT Meter
Voltage	3ph, 120/208v, 4w (F)
Total Connected KVA	150
Total Demand KVA	130
Total Generation KVA	0
Total sq. ft.	10000
AC sq. ft.	10000
Is there large equipment being served other than normal building loads (receptacles, lights, and AC)?	No

Submittals

FIELD	VALUE
Site Plans	<div>File uploaded</div> <div>Download</div>
Meter Elevation	<div>File uploaded</div> <div>Download</div>
Single-Line Diagram	<div>File uploaded</div> <div>Download</div>
Other Submittals	<div>No file uploaded</div>
Comments	

A

Submit Application

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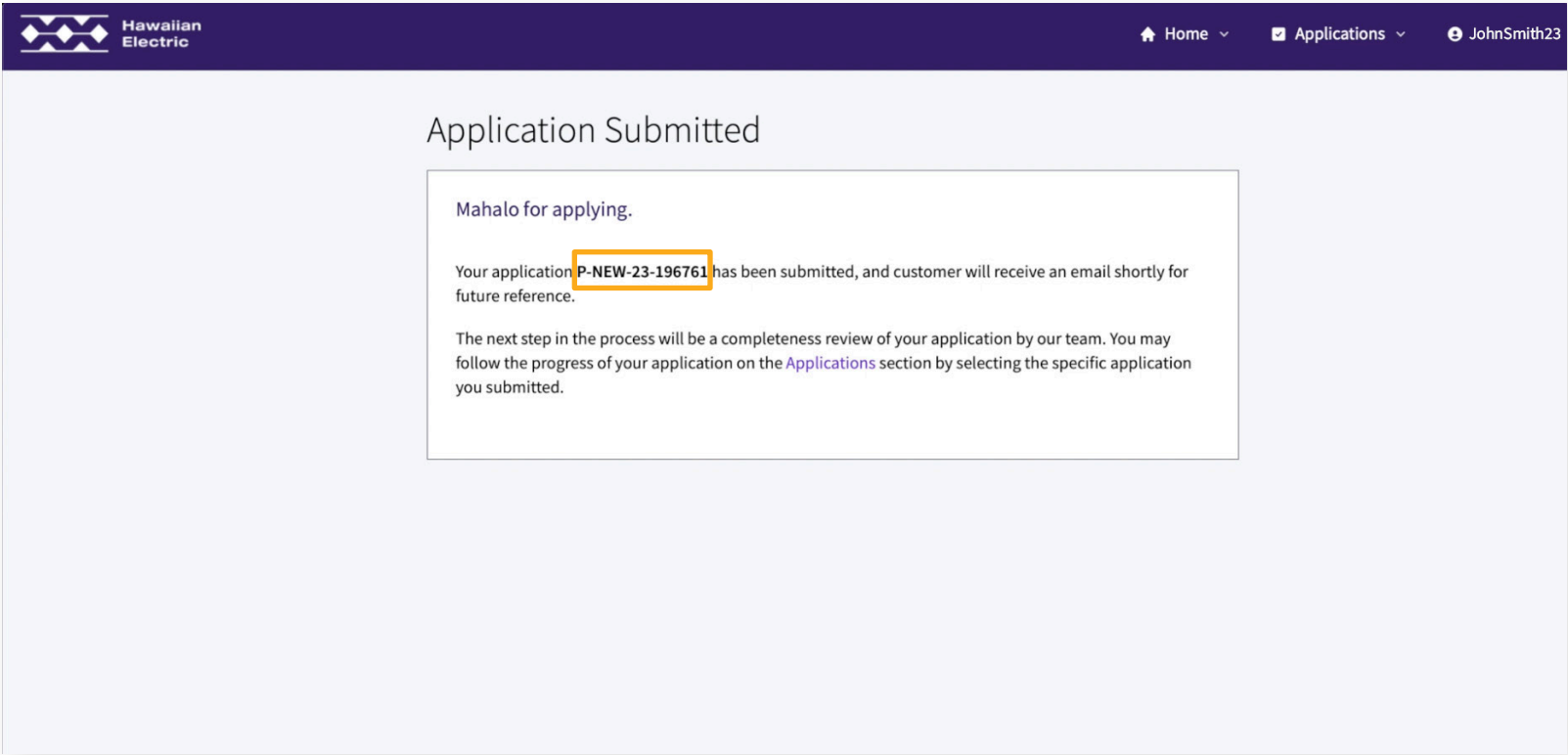
16

Submission Confirmation

You will receive a confirmation email, but you may want to make note of your **project ID number** at this time.

Next Steps

1. Completeness Review of your application by Hawaiian Electric.
2. When your application has passed Completeness Review, a Service Request will be generated. You will receive an email notification of acknowledgment with the assigned Hawaiian Electric planner’s name and contact information.



We're Here to Help

We hope that this overview guide has helped to clarify the application process for submitting an electric service request and give a better understanding of how to use the Customer Interconnection Tool. If you need additional assistance, please contact us by phone or email for O`ahu, Maui County and Hawai`i Island.

Hawaiian Electric

O`ahu: (808) 543-7070

Maui County: (808) 871-2390

Hawai`i Island: (808) 969-0311

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